



STATE OF MICHIGAN  
DEPARTMENT OF EDUCATION  
LANSING

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GOVERNOR

BRIAN J. WHISTON  
STATE SUPERINTENDENT

**MEMORANDUM**

**DATE:** July 16, 2015

**TO:** Local and Intermediate School District Superintendents  
Public School Academy Directors

**FROM:** Linda Forward *Linda Forward*  
Interim Deputy Superintendent, Education Services

**SUBJECT:** E-Rate Productivity Center (EPC)

The Universal Service Administrative Company (USAC), the organization designated by the Federal Communications Commission (FCC) to administer universal service funds such as E-Rate, has rolled out a new online system for all E-Rate related activities. This is the first phase of its new system, named E-rate Productivity Center (EPC) and pronounced "epic." EPC will soon become the only point of entry for all transactions with USAC. It is USAC's customer portal for applicants, service providers, and consultants. Once it is fully operational, it will provide a host of new features and better customer service.

The first step will be for each school district and library to set up their Account Administrator to EPC. USAC has created accounts for Account Administrators in EPC based on the individual that recently certified the E-Rate program form 471. The Account Administrator was sent an invitation email with the subject line "USAC EPC Account Creation." Follow the instructions in USAC's Account Creation email. After logging in to the account as the account administrator, another employee in the organization can be designated to be the account administrator. If a school district or library did not receive the Account Administrator creation email, call the Client Service Bureau at (888) 203-8100 for assistance. Additional information can be found at <http://usac.org/sl/tools/e-rate-productivity-center/default.aspx> and <http://22itrig.org/activities/activity-one-a/>. Please contact Ann-Marie Mapes at [mapesa@michigan.gov](mailto:mapesa@michigan.gov) or (517) 335-2775 with E-Rate questions.

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608 WEST ALLEGAN STREET • P.O. BOX 30008 • LANSING, MICHIGAN 48909  
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